



Department of Medical Assistance Services
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www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All Mental Retardation Community Service Providers participating in the Virginia Medical Assistance Program, Managed Care Organizations (MCOs) providing services to Virginia Medicaid recipients, and all holders of *Mental Retardation Community Services* Provider Manuals

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services (DMAS)

SUBJECT: Addition of Day Support Waiver (Chapter VII) to *Mental Retardation Community Services* Provider Manual

UPDATE: MRCS-01-05
DATE: 8/31/2005

This notifies you of the addition of the Day Support Waiver (Chapter VII) to the *Mental Retardation Community Services* Provider Manual, which can be downloaded from the DMAS website (www.dmas.virginia.gov). This is a new chapter to be reviewed and used immediately. Some of the issues covered in this chapter include:

- Eligibility for the Day Support Waiver, including a psychological evaluation and a diagnosis of mental retardation;
- Diagnostic eligibility for the Day Support Waiver;
- The Day Support Waiver slot allocation process as set forth by the Department of Mental Health, Mental Retardation, and Substance Abuse Services (DMHMRSAS);
- The two covered Day Support Services (Day Support and Pre-vocational Services);
- The enrollment process for the Day Support Waiver; and
- Provider participation requirements, covered services, billing, and Utilization Review for the Day Support Waiver.

The authorization process, Case Management requirements, waiver service provider requirements, billing, and Utilization Review process for the Day Support Waiver are identical to the processes and requirements as described for the MR (Mental Retardation) Waiver in Chapters II, IV, V, and VI of the *Mental Retardation Community Services* Provider Manual.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>.

The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the Provider Column to find Medicaid and SLH (State and Local Hospitalization Program) Provider Manuals or click on "Medicaid Memos to Providers" to view Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

"HELPLINE"

The "HELPLINE" is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays, to answer questions. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid provider identification number available when you call.

PROVIDER E-NEWSLETTER SIGN-UP

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include upcoming changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at www.dmas.virginia.gov/pr-provider_newletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.

Attached Number of Pages: (1)

MENTAL RETARDATION COMMUNITY SERVICES PROVIDER MANUAL
REVISION CHART
August 31, 2005

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Chapter VII	Entire Chapter		Entire Chapter	8-31-2005
Table of Contents Page	Table of Contents Page		Table of Contents Page	8-31-2005

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Chapter VII		New Chapter	
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